



Revenue Collector

Job Code: 0115

Originated: 06/02

Salary Grade: 2139

FLSA: Non-Exempt

Revised: 08/06

EEO Code: 25

Supervisory: No

HR Ordinance Status: Classified

CLASS SUMMARY

Performs a variety of responsible collection work providing customer assistance in receiving and accepting payments owed to the City.

DISTINGUISHING CHARACTERISTICS

The Revenue Collector is distinguished from the Senior Revenue Collector by the latter performing the more difficult collection tasks and providing lead assistance. This is not a supervisory job classification.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Identifies, researches and takes appropriate collection action on past due utility, sales tax and license fee accounts. Verifies and reviews receivable reports for the highest level of collection follow-up accuracy.
- Makes customer contact with individual and businesses to collect revenues.
- Requests a variety of collection letters and notices. Researches and files lien documents. Handles customer inquiries daily in person by telephone and in writing.
- Documents collection efforts.
- Maintains collection statistics and dollars collected.
- Assists citizens by negotiating payment arrangements. Makes suggestions and submits ideas to improve quality of collection work.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Public contact techniques.

General office procedures and basic bookkeeping practices.

Collection techniques and processes.

General accounting principles and practices.

Microsoft Windows Office products.

Ability to:

Comprehend and make inferences from written material and verbal and/or written instructions.

Meet and deal effectively and courteously with delinquent account holders.

Negotiate payment arrangements.

Communicate information concerning City ordinances, policies and procedures.

Make complex arithmetic computations and prepare statistical reports.

Keep accurate and complete records.

Listen, communicate and work effectively with a diverse group of people.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Attend or conduct various meetings as needed.

Establish and maintain effective working relationships with City staff, supervisors and the general public.

Education and Experience:

A high school diploma or GED equivalent and eighteen months of combined collection and public contact work.

Licensing and Other Requirements:

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general direction of the Revenue Recovery Manager in the Financial Services Department and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a normal City office environment.
- Lift and carry materials weighing up to 20 pounds.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.